



UNITED STATES DISTRICT & BANKRUPTCY COURTS FOR THE DISTRICT OF COLUMBIA



POSITION: Information Technology Specialist

LOCATION: Washington, D.C.

OPENING DATE: JULY 29, 2008

CLOSING DATE: OUF

CLASSIFICATION LEVEL/SALARY RANGE: CL 26/27 (\$42,360– \$75,701)

Salary commensurate with work experience, prior/present pay history and previous federal government experience.

POSITION OVERVIEW

The United States District and Bankruptcy Courts for the District of Columbia are seeking a qualified candidate for the position of Information Technology Specialist.

The incumbent will work in the Office of Information Technology and provide technical assistance and help desk support both via the telephone and in-person. This is a professional and highly visible position that will provide support to approximately 200 end users in both courts. This position will report to the Director or Assistant Directors of the Office of Information Technology.

DUTIES AND RESPONSIBILITIES

Answers and responds to various IT support requests regarding desktop equipment, network and software problems, and user application questions.

Responds to issues posted to the on-line help desk database and ensures assigned tickets are current in the system.

Operates and supports courtroom A/V and video- conferencing systems as needed.

Plans, organizes and performs hardware and software system configuration, upgrades and maintenance on personal computers throughout the court.

Installs operating systems and application software on PCs in the court.

Updates department asset inventory system with changes and assets are moves between locations.

Diagnoses problems with hardware and software and performs maintenance or upgrades to remedy the problems.

Receives, tests and installs new and updated software releases of both standard and customized office automation products and court developed systems.

Functions as the project lead as needed and coordinates with others to prepare project plans, time line, resources and costs.

Interacts with other court personnel and outside automation and technology specialists to remain knowledgeable of technological developments, techniques, improvements and user programs.

Serves as the back-up to other team members and performs other office automation, user support, and project duties for the Office of Information Technology as assigned.

EDUCATION AND QUALIFICATIONS

Candidates must have a bachelor's degree in a related field from an accredited college or university.

Knowledge of PC's, Windows XP/Vista programs installation, maintenance and upgrades.

Knowledge or Certification in the following is a plus:

Certified Novell Administrator; Certified Novell Engineer
Microsoft Certified Professional; Microsoft Certified System Administrator;
Microsoft Certified Systems Engineer credentials
LINUX, Windows XP, WordPerfect, Lotus Notes, Microsoft Office Applications

Excellent oral and written communication skills, exceptional customer service skills and the ability to work in a team oriented environment are required.

Educational substitutions may be made for some experience requirements.

BENEFITS

A generous benefits package is available to full-time permanent employees which may include:

- A minimum of 10 paid holidays per year
- Paid annual leave in the amount of 13 days per year for the first three years, 20 days per year after three years, and 26 days per year after fifteen years
- Paid sick leave in the amount of 13 days per year
- Retirement benefits
- Optional participation in Thrift Savings Plan
- Optional participation in choice of Federal Employees' Health Benefits
- Optional participation in choice of Federal Employees' Group Life Insurance
- Optional participation in the Flexible Benefits Program
- Optional participation in the Commuter Benefit Program
- Optional participation in Long-Term Care Insurance
- Optional participation in private long-term disability plan
- Credit for prior government service towards leave accrual rates and retirement

CONDITIONS OF EMPLOYMENT

Applicants must be U.S. citizens or eligible to work in the United States.

All positions at the United States District and Bankruptcy Courts for the District of Columbia are **Excepted Service Appointments**. Excepted service appointments are at will and can be terminated with or without cause by the court.

The Courts requires employees to adhere to a Code of Ethics and Conduct.

Employees are required to use the Electronic Fund Transfer (EFT) for payroll deposit. The Courts reserve the right to modify the conditions of this announcement without prior notice.

APPLICATION INFORMATION

Qualified persons interested in being considered for this position are invited to submit a cover letter detailing related experiences and accomplishments and a resume. Also please submit a completed AO 78- Application for Judicial Employment.

http://jnet.ao.dcn/img/assets/4644/AO_078.pdf

All application materials are to be sent to:

U.S. District and Bankruptcy Courts for the District of Columbia
DEPARTMENT OF HUMAN RESOURCES
333 CONSTITUTION AVENUE
WASHINGTON, DC 20001
Fax: (202) 354 – 3528

Or

Via email to: DCD_HumanResources@dcd.uscourts.gov

If your application packet does not provide all information requested, you may lose consideration for this position.

Only applicants selected to proceed to the next phase of the selection process will be notified. Unsuccessful applicants will not receive notice.

Applicants selected for interviews must travel at their own expense. Relocation expenses for the successful candidate are not guaranteed, but may be reimbursed given a favorable budget situation and upon appropriate approvals.

The United States District and Bankruptcy Courts are an Equal Opportunity Employer